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**Note:** An announcement item has been updated since the announcement was last released to USAJOBS. If needed, click **Update USAJOBS** on the Announcement Preview page.

**Announcement Number**  
MHCBPCE-210852-OC**USAJOBS Control Number**  
1483934

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**Last Released**

3/17/2009 6:56:47 AM

Supervisory Status: No

**CBP: Securing America's Borders**

Whether on the frontlines or serving behind the scenes supporting our mission, the men and women of CBP are dedicated to keeping America safe. CBP counts on them. Our Nation counts on them. Can we count on you?

This is an open continuous announcement which will establish an inventory of applicants interested in a career as a Mission Support Specialist with U.S. Customs and Border Protection. This applicant inventory will be used to fill vacancies as they occur within the Office of Border Patrol at various locations throughout the U.S. and Puerto Rico.

Applicants are encouraged to apply early in order to maximize their employment opportunities. Applicant selection referral lists will be issued, as needed, for the duration of this announcement. Although this announcement is advertised for multiple organizational components, duty locations, and grade levels, it is not intended to convey any expectation that positions will be filled at all organizational components, duty locations, or grade levels.

**Promotion Potential:** The promotion potential shown on this announcement is not applicable to each position that may be filled. Not all positions filled under this announcement have a full performance level of 11. Some positions will be filled with promotion potentials below the 11 level. You can designate which full performance level is the lowest you will accept by answering a question in the assessment. You will be notified of the full performance level of the position at the time of referral.

You must meet the grade level qualification and eligibility requirements at the time of submission of your application. If your qualifications and eligibility change, you will need to update your responses in the questionnaire and/or resume reflecting those changes; otherwise, you will continue to receive consideration under your original application. Your eligibility will last for 12 months from the submission of your application.

The salary shown above includes the base pay for the lowest grade and the highest step of the highest possible grade. Salaries vary by grade level and are adjusted for the locality. The following link displays the locality pay tables by geographic area.

<http://www.opm.gov/oca/08tables/indexGS.asp>

If you do not see your geographic area listed, select the last table listed "Rest of the United States"

**CBP Mission Statement:** We safeguard the American homeland at and beyond our borders. We protect the American public against terrorists and the instruments of terror. We steadfastly enforce the laws of the United States while fostering our nation's economic security through lawful international trade and travel. We serve the American public with vigilance, integrity, and professionalism. Discover a challenging and rewarding career in CBP, the sole organization responsible for securing the nation's borders. As part of our carefully selected, highly trained team, you'll leverage state-of-the art technology, innovative strategies and world-wide partnerships to protect our communities and defend our frontier.

At U.S. Customs and Border Protection, we

- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers, please visit our web site, [www.cbp.gov](http://www.cbp.gov)

**Who May Apply:** All U.S. citizens. If you are a status candidate, you may also apply through VIN 210853

**Organizational Location:** Positions will be filled within Customs and Border Protection, Office of Border Patrol, in various locations throughout the U.S. and Puerto Rico.

For a list of all possible duty locations see the "Duties" section.

**Relocation Expenses:** Relocation expenses **will not** be paid.

**Relocation Information:** To compare cost of living data, calculate mortgage scenarios, or gather information on communities and school districts, please visit the website: <http://www.relocationessentials.com/aff/lifecare/tools/salary/col.aspx>

Relocation Authorized: No

U.S. Citizenship

Background Security Investigation

## Residency Requirement

**Promotion Potential:** The promotion potential shown on this announcement is not applicable to each position that may be filled. Not all positions filled under this announcement have a full performance level of 11. Some positions will be filled with promotion potentials below the 11 level. You can designate which full performance level is the lowest you will accept by answering a question in the assessment. You will be notified of the full performance level of the position at the time of referral.

**Please note that a review of qualifications and required documents can occur at anytime during the life of the announcement. You will be rated based upon the documents and responses that we have at the time of review.**

**If you are rated ineligible due to an incorrect response or missing documents you must reapply to be eligible for future consideration.**

As a Mission Support Specialist for the Department of Homeland Security, Customs and Border Protection, you will coordinate and perform a wide range of administrative and management services essential to the operation of the office (including, but not limited to, management and information systems, telecommunications, budget, finance, procurement, human resources, training, logistics, property, space, records and files, printing and graphics, mail, travel, and office equipment) and serve as an advisor to management on assigned administrative matters. In addition, you will conduct or participate in the evaluation of administrative programs, systems and methods, and identify ways to improve the efficiency and effectiveness of these services at the local level. You will also represent the office in dealing with vendors and organizations within the agency that have primary responsibility for these services

**WHERE WILL POSITIONS BE FILLED UNDER THIS ANNOUNCEMENT?**

Positions will be filled at multiple locations throughout the United States and Puerto Rico. See list below to view the list of locations.

You will be asked to identify your location preferences in the on-line application process. You may select no more than five duty locations. Once you accept or decline a job offer you will not receive further consideration under this announcement unless you re-apply. You can only have one application pending at a time for this announcement. If you re-apply, only your most recent application will be considered.

**HOW LONG WILL THIS ANNOUNCEMENT BE USED?** This announcement may be used for approximately one year beginning Monday, September 22, 2008. You must meet the qualification and eligibility requirements at the time of application.

Note: There may be occasions where selection consideration is limited to current Customs and Border Protection employees, Department of Homeland Security employees, or Federal employees (those employed outside the Department of Homeland Security) with competitive status and/or based on working/residing within a particular commuting area.

Eligible applicants may be referred and selected at any time after the opening date for current openings, and continue, as needed, for the duration of this announcement. If you do not provide an e-mail address, you will not be notified of the outcome of your application

Listed below are the duty locations for which positions may be filled:

**Blaine Sector**

Bellingham Station, Bellingham, WA  
Blaine Station, Blaine, WA  
Blaine Sector HQ, Blaine, WA  
Lynden Station, Lynden, WA  
Port Angeles Station, Port Angeles, WA  
\*Sumas Station, Sumas, WA

**Buffalo Sector**

Buffalo Station, Tonawanda, NY  
Buffalo Sector HQ, Grand Island, NY  
Erie Station, Erie, PA  
Niagara Falls Station, Niagara Falls, NY  
Oswego Station, Oswego, NY  
Rochester Station, Rochester, NY  
Wellesley Island Station, Wellesley Island, NY

**Del Rio Sector**

Abilene Station, Abilene, TX  
Brackettville Station, Brackettville, TX  
Carrizo Springs Station, Carrizo Springs, TX  
Comstock Station, Comstock, TX  
Del Rio Station, Del Rio, TX  
Del Rio Sector HQ, Del Rio, TX  
Eagle Pass North Station, Eagle Pass, TX  
Eagle Pass South Station, Eagle Pass, TX  
Rocksprings Station, Rocksprings, TX  
San Angelo Station, San Angelo, TX  
Uvalde Station, Uvalde, TX

**Detroit Sector**

Detroit Station, Detroit, MI  
Detroit Sector HQ, Selfridge ANGB, MI  
Gibraltar Station, Gibraltar, MI

**Marfa Sector**

Alpine Station, Alpine, TX  
Amarillo Station, Amarillo, TX  
Big Bend National Park Station,  
Big Bend National Park, TX  
Ft. Stockton Station, Ft. Stockton, TX  
Lubbock Station, Lubbock, TX  
Marfa Station, Marfa, TX  
Marfa Sector HQ, Marfa, TX  
Midland Station, Midland, TX  
Pecos Station, Pecos, TX  
Presidio Station, Presidio, TX  
Sanderson Station, Sanderson, TX  
Sierra Blanca Station, Sierra Blanca, TX  
Van Horn Station, Van Horn, TX

**Miami Sector**

Jacksonville Station, Jacksonville, FL  
Marathon Station, Marathon, FL  
Miami Sector HQ, Miami, FL  
Orlando Station, Orlando, FL  
Pembroke Pines Station, Pembroke Pines, FL  
Tampa Station, Tampa, FL  
West Palm Beach Station, Riviera Beach, FL

**New Orleans Sector**

Baton Rouge Station, Baton Rouge, LA  
Gulfport Station, Gulfport, MS  
Lake Charles Station, Lake Charles, LA  
Mobile Station, Mobile, AL  
New Orleans Station, New Orleans, LA  
New Orleans Sector HQ, New Orleans, LA

Marysville Station, Marysville, MI  
 Sandusky Bay Station, Sandusky Bay, OH  
 Sault Ste. Marie Station, Sault Ste. Marie, MI  
 Trenton Station, Brownstown, MI

#### **El Centro Sector**

Calexico Station, Calexico, CA  
 El Centro Station, Imperial, CA  
 El Centro Sector HQ, El Centro, CA  
 Indio Station, Indio, CA  
 Riverside Station, Riverside, CA

#### **El Paso Sector**

Alamogordo Station, Alamogordo, NM  
 Albuquerque Station, Albuquerque, NM  
 Deming Station, Deming, NM  
 El Paso Intel, El Paso TX  
 El Paso Prosecutions, El Paso, TX  
 El Paso Station, El Paso, TX  
 El Paso Sector HQ, El Paso, TX  
 Fabens Station, Fabens, TX  
 Ft. Hancock Station, Ft. Hancock, TX  
 Las Cruces Station, Las Cruces, NM  
 Lordsburg Station, Lordsburg, NM  
 El Paso SOD, El Paso, TX  
 Santa Teresa Station, Santa Teresa, NM  
 Truth or Consequences Station, Truth or  
 Consequences, NM  
 Ysleta Station, El Paso, TX

#### **Grand Forks Sector**

Bottineau Station, Bottineau, ND  
 Duluth Station, Duluth, MN  
 Grand Forks Station, Grand Forks, ND  
 Grand Forks Sector HQ, Grand Forks, ND  
 Grand Marais Station, Grand Marais, MN  
 International Falls Station, International Falls, MN  
 Pembina Station, Noyes, MN  
 Portal Station, Portal, ND  
 Warroad Station, Warroad, MN

#### **Havre Sector**

Havre Station, Havre, MT  
 Havre Sector HQ, Havre, MT  
 Malta Station, Malta, MT  
 Plentywood Station, Plentywood, MT  
 Scobey Station, Scobey, MT  
 Shelby Station, Shelby, MT  
 St. Mary Station, Babb, MT  
 Sweetgrass Station, Sweetgrass, MT

#### **Houlton Sector**

Calais Station, Baring, ME  
 Fort Fairfield Station, Ft. Fairfield, ME  
 Houlton Station, Houlton, ME  
 Houlton Sector HQ, Hodgdon, ME  
 Jackman Station, Jackman, ME  
 Rangeley Station, Rangeley, ME  
 Van Buren Station, Van Buren, ME

#### **Laredo Sector**

Cotulla Station, Cotulla, TX  
 Dallas Station, Euless, TX  
 Freer Station, Freer, TX  
 Hebbroville Station, Hebbroville, TX  
 Laredo Sector HQ, Laredo, TX

#### **Ramey Sector**

Ramey Station, Aguadilla, PR  
 Ramey Sector HQ, Aguadilla, PR

#### **Rio Grande Sector**

**\*Brownsville Station, Olmito, TX**  
 Corpus Christi Station, Corpus Christi, TX  
 Falfurrias Station, Falfurrias, TX  
 Ft. Brown Station, Brownsville, TX  
 Harlingen Station, Harlingen, TX  
 Kingsville Station, Kingsville, TX  
**\*RGV Sector, McAllen, TX**  
 Rio Grande City Station, Rio Grande City, TX  
 Rio Grande Valley Sector HQ, Edinburg, TX  
 Weslaco Station, Weslaco, TX

#### **San Diego Sector**

Boulevard Station, Boulevard, CA  
 Brown Field Station, San Diego, CA  
 Campo Station, Campo, CA  
 Chula Vista Station, San Ysidro, CA  
 El Cajon Station, El Cajon, CA  
 Imperial Beach Station, Imperial Beach, CA  
 Murrieta Station, Murrieta, CA  
 San Clemente Station, San Clemente, CA  
 San Diego Sector HQ, Chula Vista, CA

#### **Spokane Sector**

Bonnors Ferry Station, Bonners Ferry, ID  
 Colville Station, Colville, WA  
 Curlew Station, Curlew, WA  
 Eureka Station, Eureka, MT  
 Metaline Falls Station, Metaline, WA  
 Oroville Station, Oroville, WA  
 Pasco Station, Richland, WA  
 Spokane Sector HQ, Spokane, WA  
 Wenatchee Station, Wenatchee, WA  
 Whitefish Station, Whitefish, MT

#### **Swanton Sector**

Beecher Falls Station, Beecher Falls, VT  
 Burke Station, Burke, NY  
 Champlain Station, Champlain, NY  
 Massena Station, Massena, NY  
 Newport Station, Newport, VT  
 Ogdensburg Station, Ogdensburg, NY  
 Richford Station, Richford, VT  
 Swanton Station, Swanton, VT  
 Swanton Sector HQ, Swanton, VT

#### **Tucson Sector**

Ajo Station, Ajo, AZ  
 Casa Grande Station, Casa Grande, AZ  
 Douglas Station, Douglas, AZ  
 Naco Station, Bisbee, AZ  
 Nogales Station, Nogales, AZ  
 Sonoita Station, Sonoita, AZ  
 Tucson Intel, Tucson, AZ  
 Tucson Station, Tucson, AZ  
 Tucson Sector HQ, Tucson, AZ  
 Willcox Station, Willcox, AZ

#### **Yuma Sector**

Blythe Station, Blythe, CA  
 Wellton Station, Wellton, AZ

Laredo North Station, Laredo, TX	Yuma Station, Yuma, AZ
Laredo South Station, Laredo, TX	Yuma Sector HQ, Yuma AZ
Laredo West Station, Laredo, TX	
San Antonio Station, San Antonio, TX	<b><u>OBP HQ</u></b>
Zapata Station, Zapata, TX	Washington, D.C.
* Location added after the announcement opened	

**GS-9:** You qualify at the GS-9 level if you possess one year of specialized experience that equipped you with the skills needed to perform the job duties. This experience must have been equivalent to at least the GS-7 grade level. Examples include providing assistance to senior specialists in the evaluation and analysis of operational and administrative programs to identify quantitative and qualitative productivity standards, measures of performance and reporting procedures, and resource utilization effectiveness and efficiency; assisting in the execution of administrative programs by carrying out specified portions or segments of specific projects such as updating budget data on spreadsheets, preparing routine budget requests, preparing requests for personnel action, providing orientation to new employees, coordinating office moves and telephone service requirements, monitoring usage of government motor vehicles, and collecting and analyzing information related to workflow, office procedures and control systems in support of program evaluations; and identifying and recommending solutions to administrative problems and providing advice to staff on established methods and procedures.

#### OR

You may substitute a Master's degree or 2 full years of graduate education in a qualifying field or a J.D or L.L.B. degree for experience required at the GS-9 grade level. (A course of study in business, international business, or a related field is qualifying.) Such education must have been obtained in an accredited college or university and demonstrate the knowledge, skills, and abilities necessary to do the work of the position. Check with your school to determine how many credit hours comprise two years of graduate education. If that information is not available, use 36 semester or 54 quarter hours. You may apply up to nine months before you meet this requirement. If you are basing your qualifications on education or a degree for which you have already completed all the coursework, you must upload a final transcript at the time of application. If you are basing your qualifications on completion of a degree within 9 months, you still must upload a current transcript at the time of application, even though it is not your final transcript. If you are selected for the position, you will have to provide a final transcript before you begin work.

**GS-11:** You qualify at the GS-11 level if you possess one year of specialized experience that equipped you with the skills needed to perform the job duties. This experience must have been equivalent to at least the GS-9 grade level. Examples include coordinating and monitoring a variety of administrative projects (e.g., budget, personnel, travel, space, logistics); identifying and recommending solutions to a wide range of administrative problems; analyzing administrative data from a variety of sources to develop trends, patterns, profiles, estimates, and studies; preparing preliminary and finished reports and documents; and representing the office in dealings with vendors and personnel from administrative support organizations.

You may substitute a Ph.D., an equivalent doctoral degree, three full years of progressively higher-level graduate education leading to such a degree in a qualifying field or an L.L.M. for experience at the GS-11 grade level. (A course of study in business, international business, or a related field is qualifying.) Such education must have been obtained in an accredited college or university. Check with your school to determine how many credit hours comprise three years of graduate study. If that information is not available, use 54 semester or 81 quarter hours.

You may apply up to nine months before you meet this requirement. If you are basing your qualifications on education or a degree for which you have already completed all the coursework, you must upload a final transcript at the time of application. If you are basing your qualifications on completion of a degree within 9 months, you still must upload a current transcript at the time of application, even though it is not your final transcript. If you are selected for the position, you will have to provide a final transcript before you begin work.

#### Combining Experience and Education:

To combine your education and experience, you must convert each to a percentage, and then add the percentages. The combined total of your percentage of education and experience must equal at least 100% in order to qualify. If your education is currently described in quarter hours, convert the quarter hours into semester hours by multiplying the quarter hours by the fraction 2/3. To calculate your percentage of graduate education, divide the number of graduate semester hours by 18. To determine your percentage of qualifying experience, you must divide your total number of months of qualifying experience by the required number of months of experience. Add your percentages of education and experience. The two percentages must total at least 100%. (NOTE: only graduate education in excess of the amount required at the next lower grade can be combined to meet this requirement at the GS-9 and GS-11 grade level).

**Foreign Education:** Education completed at foreign colleges or universities may be used to meet the above requirements. You must show proof that the education credentials have been submitted to a private organization that specializes in interpretation of foreign educational credentials and that such education has been deemed to be at least equivalent to that gained in conventional U.S. educational programs; or an accredited U.S. state university reports the other institution as one whose transcript is given full value; or full value is given in subject areas applicable to the curricula at the state university. It is your responsibility to provide such evidence when applying.

**U.S. Citizenship:** Candidates must be United States citizens and present proof of citizenship, if selected.

**Residency:** If you are not currently a CBP employee, you must meet one or more of the following primary residence criteria for the last three years prior to submitting your application for employment:

- a) Resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);
- b) Worked for the United States government as an employee overseas in a federal or military capacity; or
- c) Been a dependent of a U.S. federal or military employee serving overseas. Exceptions may be granted to applicants if they can provide complete state-side coverage information required to make a suitability/security determination. Examples of state-side coverage information include: the state-side address of the company headquarters where the applicant's personnel file is located, the state-side address of the Professor in charge of the applicant's "Study Abroad" program, the church records for the applicant's overseas church missions, and/or the state-side addresses of anyone who worked or studied with the applicant while overseas. Applicants must provide this information when filing their application for employment.

**Qualifications by Application Date:** You must meet all qualification requirements at the time of the submission of your application. If your qualifications and eligibility change, you will need to update your responses in the questionnaire and/or resume reflecting those changes otherwise, you will continue to receive consideration under your original application. You will be limited to choosing five locations. If you want to change the locations, you will have to choose all of your locations again. Changing even one location will overwrite all of your location choices.

Please note that qualification claims will be subject to verification through a review of your work experience and/or education as provided in your resume, transcripts (as applicable), and narrative responses to assessment questions. This verification could occur at any stage of the application process. Any exaggeration of your experience, false statements, or attempts to conceal information may be grounds for rating you ineligible, not hiring you, or for firing you after you begin work.

**Background Investigation:** You will need to successfully complete a background investigation before you can be appointed into this position.

You will be evaluated based upon the resume/transcript (if applicable) and responses you provide on the job specific questionnaire that is required as part of the application process for this position. The automated system will assign you a self-assessment score based on your responses to the on-line questionnaire. You will be assigned a score ranging from 70 to 100 points.

Candidates with high enough scores will be referred to the geographic locations identified. **Once you accept or decline a job offer, you will not receive further consideration under this announcement unless you re-apply.**

Note: Five points may be added to the scores of eligible veterans who: Entered the military service prior to October 14, 1976; served on active duty during the Gulf War between August 2, 1990 and January 2, 1992, regardless of where the person served; or served in a military action for which they received a campaign badge or expeditionary medal. Medal holders and Gulf War veterans must have served continuously for at least 24 months or the full period for which called or ordered to active duty. Ten points may be granted to the eligible ratings of disabled veterans; Purple Heart recipients; spouses or mothers of a 100 percent disabled veteran; or the widows, widowers, or mothers of a deceased veteran.

**Important!** All the information you provide may be verified by a review of the work experience and/or education as shown on your application forms, by checking references and through other means, such as the interview process. This verification could occur at any stage of the application process. Any exaggeration of your experience, false statements, or attempts to conceal information may be grounds for rating you ineligible, not hiring you, or for firing you after you begin work.

You must complete an application package that includes an assessment questionnaire, resume, and any applicable supporting documentation.

You will be required to complete the assessment questionnaire and upload your documentation in the system called Application Manager. Initially, the Application Manager requires you to create an account. Once your account is created, Application Manager provides a site where you can track the status of jobs you have applied to at Customs and Border Protection; uploaded documentation; view/print copies of notification letters; or print a copy of your questionnaire.

Application Manager has a navigation box that appears on the left side of the screen whenever you are working on an Application Package. The items listed in the navigation box are pages you need to visit, and represent steps you need to complete, in order for your Application Package to reach the status of **Complete**.

You can "Save" an incomplete application and return to finish the process at a later date provided the announcement has not closed. You must submit your application package (your assessment questionnaire and documentation) before the closing date posted on the vacancy announcement.

**Note:** If you start a questionnaire please complete it in its entirety before "Submitting." An incomplete questionnaire will affect your rating or may result in your application being rated ineligible. You may complete the assessment questionnaire more than once, but your rating will be based on the most recent submission.

Instructional guidance listed below:

**To Start A New Assessment Questionnaire:**

- Click the Apply Online button.
- Create an account and complete the Assessment Questionnaire.
- If you already have an account, log in with your User ID and Password to complete the Assessment Questionnaire.

**To Save An Incomplete Assessment Questionnaire:**

- 
- Scroll to the top or bottom of the page
- Click the "Save" button. When the page refreshes, click the "Logout" button.

**To Return To A Saved/Incomplete Assessment Questionnaire:**

- Click this link to Return To Application Manager:
- <http://ApplicationManager.gov>
- Log into your account and locate the vacancy on the "My Application Packages" page.
- Click on the six digit Vacancy ID number of the application that you want to complete. The page will refresh and display your Application Package Status.
- Select the "Complete Application Package" button, which will take you to the assessment questionnaire. As you complete each page of the questionnaire click the "Next" button.
- Once you have completed the assessment questionnaire the "Upload Documents" page will display. Follow the procedures outlined on the upload documents page. You will receive an "Upload Successful" acknowledgement each time you attach a document file. Once you have uploaded all of your documentation and the file is displayed in the table, select the "Next" button.
- Click the "Submit My Answers" button to complete the application package. You will receive a confirmation that your submission was successful. You have the option to view or print a copy of your assessment questionnaire and responses by clicking the View/Print My Answers link.

**To Fax a Resume or Supporting Documents:**

If you previously uploaded documents to this vacancy, **please do not fax the same documents**. If you need to fax a part of your documentation:

- Click on the link below to obtain the special application cover page. <http://staffing.opm.gov/pdf/usascover.pdf>
- Make sure that you include the 8-character vacancy identification number 210852. Provide your SSN, name, and address in the blocks provided or we will not be able to associate your document(s) with the rest of your application. Print your SSN and name neatly using the exact name as the one used when you filled out the assessment questionnaire. The fax number is **1-478-757-3144**.

**Faxed documents submitted with missing information will not be processed.** The following will prevent your documents from being processed:

- Not using the special cover page mentioned above.
- Missing, incomplete, or invalid Vacancy Identification Number
- Missing or incomplete Social Security Number or name

In addition to completing an on-line questionnaire and submitting your resume, your application *may* require additional supporting documentation. These supporting documents, *if applicable*, must be submitted or you will not receive appropriate consideration. To submit the documents requested follow the options listed above. Your resume, curriculum vitae, the Optional Application for Federal Employment (OF 612), or any other written format you choose to describe your job-related qualifications can be submitted electronically using the document upload process or faxed to the number provided. (*For instructions on faxing documents, please read the section "To Fax a Resume or Supporting Documents"*). Please ensure that your resume contains your full name, address, phone and at least the last four digits of your social security number.

If you are applying for Veterans' Preference, you MUST submit the following proof of eligibility:

- Five Point Preference: DD-214 (Member 4 Copy) or if you are CURRENTLY serving on active duty, a statement of service from your unit which states the date you entered on active duty, the date you are separating, and the campaign medals you have received. For those supplying the statement of service, preference will be verified by a DD-214 (Member 4 Copy) upon separation from the military.
- Ten Point Preference: DD-214 (Member 4 Copy) and Standard Form 15 (Application for 10-Point Veterans Preference) with documentary proof as required on the SF-15. Click this link for a copy of SF-15: [http://www.opm.gov/forms/pdf\\_fill/SF15.pdf](http://www.opm.gov/forms/pdf_fill/SF15.pdf). Veterans with a service-connected disability must also submit a VA letter.
- For more information about Veteran's Preference, click this link: <http://www.opm.gov/employ/veterans/html/vetguide.asp>.

***When submitting Veterans documents, please upload them under miscellaneous documents.***

If you are applying for consideration under a priority selection program (e.g., CTAP/ICTAP) or a special appointing authority you must provide proof of eligibility. Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. To be well-qualified and exercise selection priority for this vacancy, displaced federal employees must be rated at 85 or above on the rating criteria for this position. For those instances where the best-qualified lists include applicants with scores less than 85, the well-qualified score becomes the lowest score on the best qualified list.

CTAP and ICTAP eligibles must submit one of the following as proof of eligibility for the special selection priority:

- a separation notice; a "Notice of Personnel Action" (SF-50) or equivalent that documents separation;
- an agency certification that you cannot be placed after injury compensation has been terminated;
- an OPM notification that your disability annuity has been terminated; OR
- a Military Department or National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.

If you are basing your qualifications on education, you must provide transcripts. If you are basing your qualifications on education or a degree for which you have already completed all the coursework, you must upload a final transcript at the time of application. If you

are basing your qualifications on completion of a degree within 9 months, you still must upload a current transcript at the time of application, even though it is not your final transcript. If you are selected for the position, you will have to provide a final transcript before you begin work.

Education must be from an institution accredited by an accrediting agency recognized by the U.S. Department of Education.

Education obtained from a foreign university or college is not creditable for qualifications requirements unless it has been evaluated.

For graduates of foreign universities, the applicant must submit an evaluation for all coursework from an organization recognized as specializing in interpretation of education credentials. For a listing of accredited agencies, please see [www.naces.org/members.htm](http://www.naces.org/members.htm)

**Your application and all supporting documentation must be received by 12:00 midnight (Eastern Time) on the closing date.** Note that you will be allowed to apply more than once but the last application is the only one that will be used.

**Applications and supporting documentation will not be accepted by mail or email.** The address below is for inquiries only. If you are unable to apply on-line, contact the Human Resources Office representative listed on this announcement at least one day prior to the closing date for further instructions.

*It is the applicant's responsibility to verify that information entered, uploaded, or faxed (i.e., resume, veteran's documentation, assessment questions and answers, and SF 50's) is received and is accurate.* If a document is not in a legible format, an applicant will not be able to view it and must again upload or fax the documentation by the closing date of the announcement. An applicant can verify that the information has been received by following the instructions below.

1. Click this link to Return to Application Manager: <https://applicationmanager.gov/Login.aspx?ReturnUrl=%2fhome.aspx>
2. Log into your account and locate the vacancy on the "My Application Packages" page.
3. Click on the six digit Vacancy ID number you want to view. The page will refresh and display your Application Package Status.
4. Click on the details list and click on View by the document you want to see. If prompted choose OPEN. You may have to choose a program with which to view the document, choose Adobe 6.0.

**Note:** In addition to completing an on-line questionnaire, a resume is required.

Once you have completed the application process and submitted your answers, you will receive notification via email. (You may still need to upload supporting documentation.) Your application will remain in the inventory of tentatively qualified applicants. You will be notified of your rating and/or referral to the selecting official each time your name is referred on a certificate for consideration. If further evaluation or interviews are required, you will be contacted. We expect to make selections within 90 days of each certificate issued. If you are referred on a certificate, you will be notified of the outcome once certificates are returned.

The federal government offers a number of exceptional benefits to its employees. These benefits include, but are not limited to: health care, life insurance, flexible spending and dependent care accounts, annual and sick leave, long-term care insurance, and retirement savings plans, and transit subsidies. For more information about these benefits, please visit <http://www.usajobs.opm.gov/ei61.asp>.

**You must submit all required information by the closing date.** If materials are not received, your application will be evaluated solely on the information available and you may not receive full consideration or may not be considered eligible. Also, if you do not provide an email address, you will not be notified of the outcome of your application.

All agency employees are required to participate in Direct Deposit/Electronic Funds Transfer for salary payments.

**Equal Employment Opportunity:** The agency is an Equal Opportunity Employer. All candidates will be considered regardless of their race, color, religion, sex, national origin, age, sexual orientation, protected genetic information, status as a parent, lawful political affiliation, marital status, physical/mental disability (if not a job factor), membership or non-membership in an employee organization, or any other non-merit factor.

Applicants requiring reasonable accommodations for any part of the application and hiring process should contact the Human Resources Office Representative listed on this announcement. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

**Social Security Number** - Your Social Security Number is requested under the authority of Executive Order 9397 to uniquely identify your records from those of other applicants who may have the same name. As allowed by law or Presidential directive, your Social Security Number is used to seek information about you from employers, schools, banks, and others who may know you. Failure to provide your Social Security Number on your application materials will result in your application not being processed Privacy Act - Privacy Act Notice (PL 93-579): The information requested here is used to determine qualifications for employment and is authorized under Title 5 U.S.C. 3302 and 3361.

**Signature** - Before you are hired, you will be required to sign and certify the accuracy of the information in your application.

**False Statements** - If you make a false statement in any part of your application, you may not be hired; you may be fired after you begin work; or you may be subject to fine, imprisonment, or other disciplinary action.

**E-Verify** - CBP uses E-Verify to validate all newly hired applicants' ability to work legally in the United States. For more information on E-Verify, please follow this link.

<http://www.uscis.gov/files/native/documents/e-ver-employee-rights.pdf>

**Selective Service** - If you are a male applicant born after December 31, 1959, you must certify that you have registered with the Selective Service System, or are exempt from having to do so under the Selective Service Law.

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